

Description:

Provide financial leadership, services and reliable information to state agencies and public. To assure our customers the highest quality of operational effectiveness in providing the State's financial management information system.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify, evaluate, and implement programs, policies and systems to ensure that the state's financial management information system services are efficiently, effectively, and economically provided to our customers.
 - A. Continually evaluate customer feedback from training sessions to identify the strengths and weaknesses of various programs and the financial management system.

Actual Results			
1998	1999	2000	2001
	Cont. Evaluation	Cont. Evaluation	Cont. Evaluation
Projected Results			
2002	2003	2004	2005
Cont. Evaluation	Cont. Evaluation	Cont. Evaluation	Cont. Evaluation

- B. Implement and maintain software to evaluate customer concerns and comments as a supplement to each of the Help Lines.

Actual Results			
1998	1999	2000	2001
	na	na	Implement
Projected Results			
2002	2003	2004	2005
Refine	Ongoing	Ongoing	Ongoing

- C. Conduct an annual survey to address customer concerns and issues pertaining to the financial management information system.

Actual Results			
1998	1999	2000	2001
	To analyze	To analyze	Enhance survey
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- D. Implement Year 2000 technology throughout the State Controller's Office to enhance the quality of service for customers into the next millennium.

Actual Results			
1998	1999	2000	2001
	Converted to Y2K	Conversion success	na
Projected Results			
2002	2003	2004	2005
na	na	na	na

- E. Decentralize the agency transaction authorization function.

Actual Results			
1998	1999	2000	2001
	2	4	3
Projected Results			
2002	2003	2004	2005
3	3	3	3

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F. Decentralize the Rotary account reconciliation process.

Actual Results			
1998	1999	2000	2001
	Evaluation	On hold	On hold
Projected Results			
2002	2003	2004	2005
On hold	On hold	On hold	On hold

G. Produce and implement a new STARS User Manual.

Actual Results			
1998	1999	2000	2001
	Planning	75% Complete	Complete
Projected Results			
2002	2003	2004	2005
Enhance	Ongoing	Ongoing	Ongoing

H. Hold regular user meetings to gather customer feedback pertaining to the financial management information system.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

I. Maintain a rigorous disaster recovery plan to insure service for customers in the event that business is ever disrupted.

Actual Results			
1998	1999	2000	2001
	2 exercises	2 exercises	2 exercises
Projected Results			
2002	2003	2004	2005
2 exercises	2 exercises	2 exercises	2 exercises

J. Examine the potential benefits of establishing a service manager responsible for facilitating and monitoring service level agreements for internal and external customers.

Actual Results			
1998	1999	2000	2001
	No progress to report	No progress	SLA's drafted in-house
Projected Results			
2002	2003	2004	2005
cont. in-house SLA's	cont. in-house SLA's	cont. in-house SLA's	cont. in-house SLA's

2. Adopt and implement emerging technologies to maintain or enhance service delivery, while effectively controlling operational costs.

A. Implement and maintain a decision support process to enhance the quality and frequency of customer reports.

Actual Results			
1998	1999	2000	2001
	Prototype	Planning	On hold
Projected Results			
2002	2003	2004	2005
on Hold	On hold	on hold	on hold

- B. Implement a Data Warehouse Prototype that will enhance service for the customer and response to public records requests.

Actual Results			
1998	1999	2000	2001
	Prototype	Planning	On hold
Projected Results			
2002	2003	2004	2005
on hold	on hold	on hold	on hold

- C. Negotiate and maintain internal service level agreements specifying customer expectations and requirements, and routinely review each service agreement with the customer to examine possible enhancements and customer satisfaction.

Actual Results			
1998	1999	2000	2001
	LAN-SLA	No Progress	Add SLA's
Projected Results			
2002	2003	2004	2005
Add SLA's	Add SLA's	Add SLA's	Add SLA's

3. Maintain well informed customers and partners through effective financial and management reporting.
A. Continue to use the office newsletter (Controller's Connection) as a platform for providing relevant information for the customer.

Actual Results			
1998	1999	2000	2001
	ongoing	ongoing	ongoing
Projected Results			
2002	2003	2004	2005
ongoing	ongoing	ongoing	Ongoing

- B. Produce the annual Legal Basis Report, the Comprehensive Annual Financial Report (CAFR), and the Popular Annual Financial Report (PAFR) to inform citizens, state agencies, and legislators of the state's financial condition.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

4. Promote quality service in all divisions through professional development.
A. Continue to promote CPP (Certified Payroll Professional), CPA (Certified Public Accountant), CGFM (Certified Government Financial Manager) certifications for employees.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

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- B. Maintain and update employee's skills through regular professional classes and technological seminars.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

5. Recruit and retain quality employees by promoting a quality work environment.

- A. Provide the opportunity for professional enhancement of all staff members.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Encourage utilization of the Employee Assistance Program, as necessary, to improve employee productivity and the quality of the work environment.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- C. Conduct exit interviews for all employees upon termination and compile the results for evaluation.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- D. Continue to use online recruitment as a means of attracting prospective employees.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- E. Conduct an employee satisfaction survey to promote a continuously improving work environment.

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Develop Survey	Cont Survey	Cont Survey	Cont Survey

6. Continuously assess and adapt staffing patterns within the State Controller's Office using sound management principles to maximize organizational effectiveness.
- A. Continue to hold regular Bureau meetings to address personnel concerns or issues relating to specific projects.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Continue to hold quarterly Division meetings to update employees about the progress of specific projects and any relevant issues.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- C. Continue to participate in office-wide management meetings to promote and improve communication and coordination between divisions.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- D. Continue to utilize project teams to meet customer demand, and maximize productivity.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

7. Identify and benchmark operational efficiency against comparable private sector and other states' financial management information systems.

- A. Benchmark specific departments within each division on a regular basis comparing the results to Fiscal Year 1999 baseline.

Actual Results			
1998	1999	2000	2001
	No progress	No Progress	Best Practices, cost studies
Projected Results			
2002	2003	2004	2005
Best Practices, cost studies	Best Practices, cost studies	Best Practices, cost studies	Best Practices, cost studies

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- B. Comply with the standards of GAAP (Generally Accepted Accounting Principles) to provide consistency in state government financial reporting.

Actual Results			
1998	1999	2000	2001
	Received Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate
Projected Results			
2002	2003	2004	2005
qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate

- C. Adhere to the standards of GASB (Governmental Accounting Standards Board) to insure consistency in Statewide Accounting.

Actual Results			
1998	1999	2000	2001
	Received Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate
Projected Results			
2002	2003	2004	2005
qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate	qualified Audit/GFOA Certificate

8. Review the concerns of state agencies and private entities pertaining to the efficiency and market/cost structure of the state's financial management information system.

- A. Maintain Help Lines for customer questions concerning technical, fiscal, or legal issues.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Implement and maintain software to evaluate and record customer's comments as a supplement to each Help Line.

Actual Results			
1998	1999	2000	2001
	No progress	Evaluate Plan	Implement
Projected Results			
2002	2003	2004	2005
Refine	Ongoing	Ongoing	Ongoing

- C. Develop a survey to review the concerns and issues of customers pertaining to the efficiency of the financial management information system.

Actual Results			
1998	1999	2000	2001
	Surveys complete	Analyze & Evaluate	Analyze & Evaluate
Projected Results			
2002	2003	2004	2005
Analyze & Evaluate	Analyze & Evaluate	Analyze & Evaluate	Analyze & Evaluate

- D. Conduct internal and external customer efficiency surveys to gauge how satisfied the customer is with the service delivered.

Actual Results			
1998	1999	2000	2001
	Seek add'l feedback	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

Program Results and Effect:

- 1a) Provided financial systems and reporting training throughout FY2001. Refined and enhanced course objectives and topics covered based upon feedback received from attendees on course evaluation forms and FAQ compiled from the Help Line database.
- 1b) The software was implemented in the Operations Bureau of the division. Consideration is being given to the usefulness of implementing in the remaining bureaus.
- 1c) Annual Survey conducted in FY 2001.
- 1d) Statewide accounting systems, STARS, FAS, NOMAD, and the 1099 reporting system were converted to Y2K compliant versions in FY1999. Successful rollover in January, 2000.
- 1e) For FY 2001 agency transaction authorization was decentralized to three agencies.
- 1f) Two rotary accounts were closed in FY 2001 and the amounts of three were reduced. However, with the establishment of DEQ and Veterans' Services, two new additional accounts were set up.
- 1g) STARS manual substantially completed in 2001.
- 1h) Participated in the Fiscal Resource User Group and Fiscal Policy Advisory Committee meeting during the fiscal year. Established two additional user groups to assist with the enhancement of the Travel Express and P Card systems.
- 1i) Participated in 2 disaster recovery exercises, Sept 2000 and April 2001 considerably expanding test objective with each exercise.
- 1j) Drafts of service level agreements have been developed by existing staff during the year.

- 2a) Not applicable for statewide accounting.
- 2b) No progress due to lack of financial resources.
- 2c) A software evaluation was performed. The top three vendors were asked to create specific reports using production data. The vendors have not been able to meet SCO requirements. This project has been put on hold until financial resources become available for this effort.
- 2d) Drafts of service level agreements have been developed by existing staff during the year.

- 3a) The division contributes articles for each issue of the Controller's Connection.
- 3b) During FY2001, the 2000 Comprehensive Annual Financial Report (CAFR), the Popular Annual Financial Report (PAFR), and the Legal Basis reports were developed. The 1999 CAFR was awarded the Government Finance Officer's Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting. The PAFR also received the Award for Outstanding Achievement in

- 4a) During FY2001 several staff member sat for the CPA examination. One individual successfully passed and will be certified in FY2002, and two conditioned (which means they've passed a portion of the test). Statewide Accounting currently has 4 CPA's and 5 CGFM's.
- 4b) Not applicable for statewide accounting.
- 4c) Statewide Accounting personnel attended various professional development conferences, including: Association of Government Accountants (AGA) Professional Development Conference, Electronic Commerce Conference, National Association of State Controller's Conference, National Association of State Auditors, Control, and Treasurers Conference, CoBIT training, GASB 34 training.

- 5a) No additional programs have been implemented.
- 5b) Participation in the Employee Assistance Program (EAP) is supported and encouraged when appropriate.
- 5c) Exit interviews are being conducted for all terminating employees.
- 5d) Job Announcements continue to be posted on our web site.
- 5e) The survey has not been created to date.

- 6a) Bureau meetings are held weekly or bi-weekly as determined by the needs of each bureau.
- 6b) Statewide Accounting division meeting held at least quarterly.
- 6c) Division Administrators, Controller, and Chief Deputy meet bi-weekly, Accounting division management meets weekly.
- 6d) The use of project teams continues.

- 7a) Formal benchmarking is not done as no comparable benchmarks exist. We compare best practices

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with other state controllers, and have costed key outputs such as the cost of a warrant

7b) Not applicable for statewide accounting.

7c) GAAP and GASB complied with as evidenced by an unqualified audit opinion and GFOA certified CAFR.

7d) GAAP and GASB complied with as evidenced by an unqualified audit opinion and GFOA certified CAFR.

8a) Statewide Accounting Help Line maintained daily.

8b) The software was implemented in the Operations Bureau of the division. Consideration is being given to the usefulness of implementing in the remaining bureaus.

8c) Annual survey conducted in FY 2001. Feedback is also received via user groups, response cards, and other sources.

8d) Annual survey conducted in FY 2001. Feedback is also received via user groups, response cards, and other sources.

8e) Not applicable for statewide accounting.

For more information contact Steve Allison at 334-3150.

Description:

To encompass all facets of state personnel and payroll in a highly competent and effective system for the state employees and public.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify, evaluate, and implement programs, policies and systems to ensure that the state's financial management information system services are efficiently, effectively, and economically provided to our customers.

- A. Continually evaluate customer feedback from training sessions to identify the strengths and weaknesses of various programs and the financial management system.

Actual Results			
1998	1999	2000	2001
	Ongoing	Continuing	Continuing
Projected Results			
2002	2003	2004	2005
Continuing	Continuing	Continuing	Continuing

- B. Implement and maintain software to evaluate customer concerns and comments as a supplement to each of the Help Lines.

Actual Results			
1998	1999	2000	2001
	Implement	Installed & Testing	Refine
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- C. Conduct an annual survey to address customer concerns and issues pertaining to the financial management information system.

Actual Results			
1998	1999	2000	2001
	Analyze	Improve Survey	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- D. Implement Year 2000 Technology throughout the State Controller's Office to enhance the quality of service for customers into the next millennium.

Actual Results			
1998	1999	2000	2001
	Converted	N/A	N/A
Projected Results			
2002	2003	2004	2005
N/A	N/A	N/A	N/A

- E. Produce and implement a new STARS User Manual.

Actual Results			
1998	1999	2000	2001
	N/A	N/A	N/A
Projected Results			
2002	2003	2004	2005
N/A	N/A	N/A	N/A

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- F. Hold regular user meetings to gather customer feedback pertaining to the financial management information system.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- G. Maintain a rigorous disaster recovery plan to insure service for customers in the event that business is ever disrupted.

Actual Results			
1998	1999	2000	2001
	2 Exercises Complete	2 Exercises Complete	2 Exercises Complete
Projected Results			
2002	2003	2004	2005
2 Exercises Complete	2 Exercises Complete	2 Exercises Complete	2 Exercises Complete

2. Adopt and implement emerging technologies to maintain or enhance service delivery, while effectively controlling operational costs.

- A. Implement and maintain an online payroll system that will enhance customer service by eliminating rework and the chance of error.

Actual Results			
1998	1999	2000	2001
	Develop	32 agencies	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Implement and maintain a decision support process to enhance the quality and frequency of customer reports.

Actual Results			
1998	1999	2000	2001
	Analyze	No Action to Report	Reassess
Projected Results			
2002	2003	2004	2005
Reassess	Reassess	Reassess	Reassess

- C. Implement a Data Warehouse Prototype that will enhance service for the customer and response to public records requests.

Actual Results			
1998	1999	2000	2001
	Prototype	No Action to Report	Reassess
Projected Results			
2002	2003	2004	2005
Reassess	Reassess	Reassess	Reassess

- D. Negotiate and maintain internal service level agreements specifying customer expectations and requirements, and routinely review each service agreement with the customer to examine possible enhancements and customer satisfaction.

Actual Results			
1998	1999	2000	2001
	LAN Completed	No Action to Report	n/a
Projected Results			
2002	2003	2004	2005
n/a	n/a	n/a	n/a

3. Maintain well informed customers and partners through effective financial and management reporting.
A. Continue to use the office newsletter (Controller's Connection) as a platform for providing relevant information for the customer.

Actual Results			
1998	1999	2000	2001
	Continuing	Continuing	Continuing
Projected Results			
2002	2003	2004	2005
Continuing	Continuing	Continuing	Continuing

4. Promote quality service in all divisions through professional development.
A. Continue to promote CPP (Certified Payroll Professional), CPA (Certified Public Accountant), CGFM (Certified Government Financial Manager) certifications for employees.

Actual Results			
1998	1999	2000	2001
	3	2	?
Projected Results			
2002	2003	2004	2005
Continue	Continue	Continue	Continue

- B. Maintain and update employee's skills through regular professional classes and technological seminars.

Actual Results			
1998	1999	2000	2001
		Continuing	Improve
Projected Results			
2002	2003	2004	2005
Improve	Improve	Improve	Improve

5. Recruit and retain quality employees by promoting a quality work environment.
A. Provide the opportunity for professional enhancement of all staff members.

Actual Results			
1998	1999	2000	2001
	Ongoing	Continuing	Improve
Projected Results			
2002	2003	2004	2005
Improve	Improve	Improve	Improve

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- B. Encourage utilization of the Employee Assistance Program, as necessary, to improve employee productivity and the quality of the work environment.

Actual Results			
1998	1999	2000	2001
	Ongoing	Continuing	Continue
Projected Results			
2002	2003	2004	2005
Continue	Continue	Continue	Continue

- C. Conduct exit interviews for all employees upon termination and compile the results for evaluation.

Actual Results			
1998	1999	2000	2001
	Ongoing as needed	Ongoing as needed	as needed
Projected Results			
2002	2003	2004	2005
as needed	as needed	as needed	as needed

- D. Conduct an employee satisfaction survey to promote a continuously improving work environment.

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005

6. Continuously assess and adapt staffing patterns within the State Controller's Office using sound management principles to maximize organizational effectiveness.

- A. Continue to hold regular Bureau meetings to address personnel concerns or issues relating to specific projects.

Actual Results			
1998	1999	2000	2001
	n/a	Weekly meeting held	continuing
Projected Results			
2002	2003	2004	2005
continue	continue	continue	continue

- B. Continue to hold quarterly Division meetings to update employees about the progress of specific projects and any relevant issues.

Actual Results			
1998	1999	2000	2001
	4	Monthly meetings held	Continuing
Projected Results			
2002	2003	2004	2005
Continue	Continue	Continue	Continue

- C. Continue to participate in office-wide management meetings to promote and improve communication and coordination between divisions.

Actual Results			
1998	1999	2000	2001
	Ongoing	ongoing	ongoing
Projected Results			
2002	2003	2004	2005
ongoing	ongoing	ongoing	ongoing

D. Continue to utilize project teams to meet customer demand, and maximize productivity.

Actual Results			
1998	1999	2000	2001
	Ongoing	IPOPS Team Functioning	Improvement needed
Projected Results			
2002	2003	2004	2005
n/a	n/a	n/a	n/a

7. Identify and benchmark operational efficiency against comparable private sector and other states' financial management information systems.

A. Benchmark specific departments within each division on a regular basis comparing the results to Fiscal Year 1999 baseline.

Actual Results			
1998	1999	2000	2001
	CPA	?	na
Projected Results			
2002	2003	2004	2005
na	na	na	n/a

B. Comply with the standards of the American Payroll Association as a guideline for efficiency.

Actual Results			
1998	1999	2000	2001
	Done	Continue	Continue
Projected Results			
2002	2003	2004	2005
Continue	Continue	Continue	Continue

8. Review the concerns of state agencies and private entities pertaining to the efficiency and market/cost structure of the state's financial management information system.

A. Maintain Help Lines for customer questions concerning technical, fiscal, or legal issues.

Actual Results			
1998	1999	2000	2001
	Develop	Help desk functioning	Continue
Projected Results			
2002	2003	2004	2005
Continue	Continue	Continue	Continue

B. Implementing and maintain software to evaluate and record customer's comments as a supplement to each Help Line.

Actual Results			
1998	1999	2000	2001
	Development, test	Implemented	na
Projected Results			
2002	2003	2004	2005
na	na	na	na

C. Develop a survey to review the concerns and issues of customers pertaining to the efficiency of the financial management information system.

Actual Results			
1998	1999	2000	2001
	Complete	na	na
Projected Results			
2002	2003	2004	2005
na	na	na	na

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D. Conduct internal and external customer efficiency surveys to gauge how satisfied the customer is with the service delivered.

Actual Results			
1998	1999	2000	2001
	None	Agency level survey	na
Projected Results			
2002	2003	2004	2005
na	na	na	na

Program Results and Effect:

- 1a) For three years we have sponsored a two day Payroll Conference. The evaluations from these conferences has helped Statewide Payroll in making improvements each year.
- 1b) Help Line - The Statewide Payroll Division is now using the GWI Help software as a daily tool. Our production staff uses the software's Knowledge Database to answer out customer calls in a more timely and accurate manner. All help calls can be logged, but only new questions/answers are posted to the Knowledge Database.
- 1c) Annual surveys conducted in FY 2001. The Division of Statewide Payroll (DSP) has not received the results of this survey.
- 1d) Statewide Payroll was converted to Y2K compliant technology in November 1998.
- 1e) Not applicable to DSP
- 1f) Not applicable to DSP
- 1h) Statewide Payroll has participated in the Division of Human Resources' monthly meetings. In September and November 2000, we invited agencies to address questions to a Personnel/Payroll panel.
- 1i) The State Controller's Computer Service Center has two off-site recovery tests each year. With each test DSP runs a payroll with new testing issues incorporated. In April 2001, DSP tested some of the IPOPS transmitting processes.
- 1j) Not applicable to DSP

- 2a) Idaho Paperless Online Personnel/Payroll System (IPOPS) is now being used by all state agencies.
- 2b) Out of town agencies can now view their Payroll Pre-Processing reports on their personal computers using CICS. Another new mechanism to get important information to our customers has been a "What's New" page on SCO web site. DSP is keeping this page updated on a regular basis and agencies can access the page when they enter IPOPS. Creating a manual check is one of the most difficult processes in the payroll system. The calculating process has now been automated and paper form replaced with an on-line screen.
- 2c) DSP assisted in the development of a data warehousing prototype. Efforts have temporarily been suspended.
- 2d) Local Area Network (LAN) Service Agreement developed in FY 1999.

- 3a) Information for the Controller's Connection was provided upon request twice in FY 2001.
- 3b) Not applicable to DSP

- 4a) Certified Payroll Professional (CPP) was renewed for one employee. Certified Governmental Financial Manager was renewed for one employee. DSP Administrator passed the Idaho State Bar and Certified Public Accountants exam. DSP signed up seven employees as members of the local Mountain States Payroll Professional Organization with regularly scheduled meetings.
- 4b) Not applicable to DSP
- 4c) Statewide Payroll personnel attended various professional development conferences, including: Association of Governmental Accountants (AGA) Professional Development Conference, National Association of State Comptroller's Conference, National Association of State Auditor's, Comptrollers and Treasurers Conference. Many individual professional courses were also attended.

- 5a) In May 2001, a new program was announced to the DSP employees. Each employee would have a training budget of \$250.00 for FY 2002.
- 5b) EAP usage is encouraged as necessary.
- 5c) Exit interviews have been conducted since FY 2000.
- 5d) Not applicable to DSP.
- 5e) Part of FY 2001's evaluation process was to have employees record their achievements for FY 2001 and goals for FY 2002.

- 6a) Each bureau has weekly or bi-weekly scheduled meetings. Bureau meetings are held after the Bureau Chiefs meeting, so employees are updated on activities of the division. Starting in February 2001, the Bureau Chief's meeting minutes were e-mailed to all DSP employees.
- 6b) Since August 2000, our division has had monthly meetings.
- 6c)

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6d) Project teams are being utilized. In December 2000, the whole division was divided into project teams and were empowered to make decisions.

7a) Comparative Practice Analysis complete on Payroll data for two years in a row.

7b) American Payroll Association (APA) is used as a guideline.

7c) N/A - only applicable to Statewide Accounting

7d) N/A - only applicable to Statewide Accounting

8a) Help Line desk is maintained for all issues.

8b) Help Line software is being used by DSP.

8c) Annual surveys conducted in FY 2001. DSP has not been given any results.

8d)

8e) N/A - only applicable to the Computer Services Center Division.

For more information contact Steve Kenyon at 334-3100.

Description:

To provide reliable statewide information services in a responsive cost effective manner.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify, evaluate, and implement programs, policies and systems to ensure that the state's financial management information system services are efficiently, effectively, and economically provided to our customers.
 - A. Implement Year 2000 technology throughout the State Controller's Office to enhance the quality of service for customers into the next millennium.

Actual Results			
1998	1999	2000	2001
	Converted to Y2K	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Maintain a rigorous disaster recovery plan to insure service for customers in the event that business is ever disrupted.

Actual Results			
1998	1999	2000	2001
	2 Exercises Completed	2 Exercises Completed	2 Exercises Completed
Projected Results			
2002	2003	2004	2005
2 Exercises Planned	2 Exercises Planned	2 Exercises Planned	2 Exercises Planned

- C. Examine the potential benefits of establishing a service manager responsible for facilitating and monitoring service level agreements for internal and external customers.

Actual Results			
1998	1999	2000	2001
	Study	Study	Study
Projected Results			
2002	2003	2004	2005
Study	Study	Implement	Monitor

2. Adopt and implement emerging technologies to maintain or enhance service delivery, while effectively controlling operational costs.
 - A. Negotiate and maintain internal service level agreements specifying customer expectations and requirements, and routinely review each service agreement with the customer to examine possible enhancements and customer satisfaction.

Actual Results			
1998	1999	2000	2001
	LAN-SLA	LAN-SLA	LAN-SLA
Projected Results			
2002	2003	2004	2005
LAN-SLA	LAN-SLA	LAN-SLA	LAN-SLA

Controller's Office, State Computer Service Center

3. Maintain well informed customers and partners through effective financial and management reporting.
 - A. Continue to use the office newsletter (Controller's Connection) as a platform for providing relevant information for the customer.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

4. Promote quality service in all divisions through professional development.
 - A. Continue to offer in-house programming (language) classes.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Maintain and update employee's skills through regular professional classes and technological seminars.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

5. Recruit and retain quality employees by promoting a quality work environment.
 - A. Provide the opportunity for professional enhancement of all staff members.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Encourage utilization of the Employee Assistance Program, as necessary, to improve employee productivity and the quality of the work environment.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- C. Conduct exit interviews for all employees upon termination and compile the results for evaluation.

Actual Results			
1998	1999	2000	2001
	Started	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

D. Continue to use online recruitment as a means of attracting prospective employees.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

E. Conduct an employee satisfaction survey to promote a continuously improving work environment.

Actual Results			
1998	1999	2000	2001
	study	study	study
Projected Results			
2002	2003	2004	2005
study	evaluate	plan	implement

6. Continuously assess and adapt staffing patterns within the State Controller's Office using sound management principles to maximize organizational effectiveness.

A. Continue to hold regular Bureau meetings to address personnel concerns or issues relating to specific projects.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

B. Continue to hold quarterly Division meetings to update employees about the progress of specific projects and any relevant issues.

Actual Results			
1998	1999	2000	2001
	Quarterly	Quarterly	Quarterly
Projected Results			
2002	2003	2004	2005
Quarterly	Quarterly	Quarterly	Quarterly

C. Continue to participate in office-wide management meetings to promote and improve communication and coordination between divisions.

Actual Results			
1998	1999	2000	2001
	Meet weekly	Meet weekly	Meet weekly
Projected Results			
2002	2003	2004	2005
Meet weekly	Meet weekly	Meet Weekly	Meet weekly

D. Continue to utilize project teams to meet customer demand, and maximize productivity.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

Controller's Office, State Computer Service Center

7. Identify and benchmark operational efficiency against comparable private sector and other states' financial management information systems.
- A. Benchmark specific departments within each division on a regular basis comparing the results to Fiscal Year 1999 baseline.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

8. Review the concerns of state agencies and private entities pertaining to the efficiency and market/cost structure of the state's financial management information system.
- A. Maintain Help Lines for customer questions concerning technical, fiscal, or legal issues.

Actual Results			
1998	1999	2000	2001
	Ongoing	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- B. Implement and maintain software to evaluate and record customer's comments as a supplement to each Help Line.

Actual Results			
1998	1999	2000	2001
	Implemented	Ongoing	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- C. Conduct internal and external customer efficiency surveys to gauge how satisfied the customer is with the service delivered.

Actual Results			
1998	1999	2000	2001
	Not yet begun	Implemented	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

- D. Regularly perform a resource cost analysis to insure that the Computer Service Center's rate structure is equitable for the customer.

Actual Results			
1998	1999	2000	2001
	Reduction Given	Reduction Given	Ongoing
Projected Results			
2002	2003	2004	2005
Ongoing	Ongoing	Ongoing	Ongoing

Program Results and Effect:

- 1a) The CSC continues to update and create systems with the technology of the new millennium.
- 1b) The CSC staff worked with its customers throughout FY 2001 to increase their recoverability. Six tests were conducted at the remote "hot site" in Boulder, Colorado.
- 1c) The CSC is studying the potential benefits of having a service manager to facilitate and monitor service level agreements.

- 2a) Service Level Agreements (SLA) for the Local Area Network (LAN) were negotiated and maintained for the divisions of the State Controller.

- 3a) The Computer Service Center continues to use the "Controller's Connection" to communicate with its customers.

- 4a) The CSC continues to provide in-house programming language classes to its employees.
- 4b) Personal and professional communication classes were provided. Presentation classes were given.

- 5a) The latest in tools and new workstations were provided.
- 5b) Employee Assistance Program was promoted within the division.
- 5c) Exit interviews were provided to employees leaving the Computer Service Center.
- 5d) Jo Announcements continue to be posted on our web site.
- 5e) The CSC is studying the employee satisfaction survey process.

- 6a) CSC holds ongoing Bureau meetings to address personnel concerns or issues relating to specific projects.
- 6b) The Computer Service Center (CSC) Division hold quarterly meetings to update employees on projects and issues.
- 6c) Office-wide management meetings held weekly.
- 6d) Teams are used to meet customer demands and maximize productivity.

- 7a) Benchmarks are ongoing.

- 8a) The CSC maintains a help line.
- 8b) Implemented in FY 1999 - maintaining software to evaluate and record customer comments.
- 8c) Survey completed.
- 8d) Cost analysis completed - Rate reduction or rate holiday given.

For more information contact Laird Justin or Frank Gallant at 334-3100.